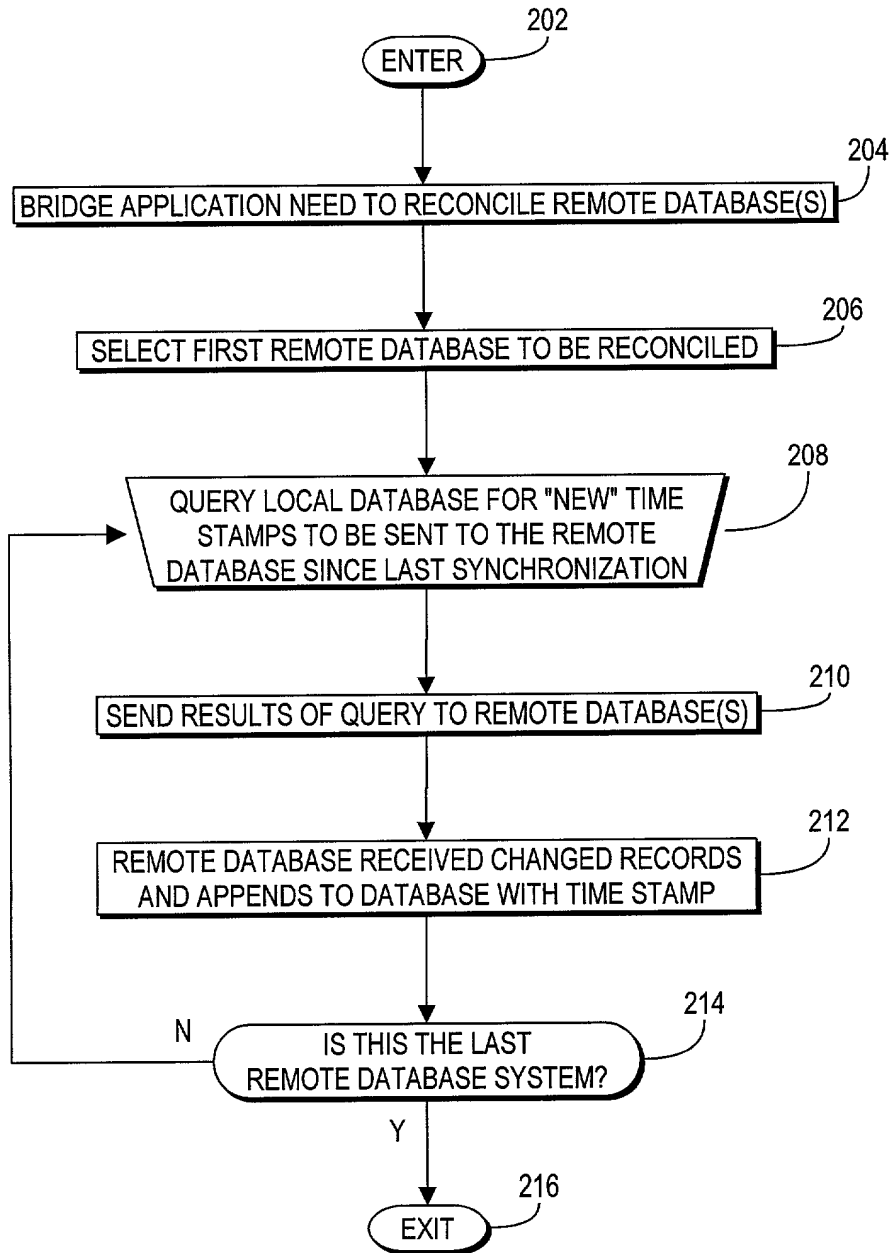
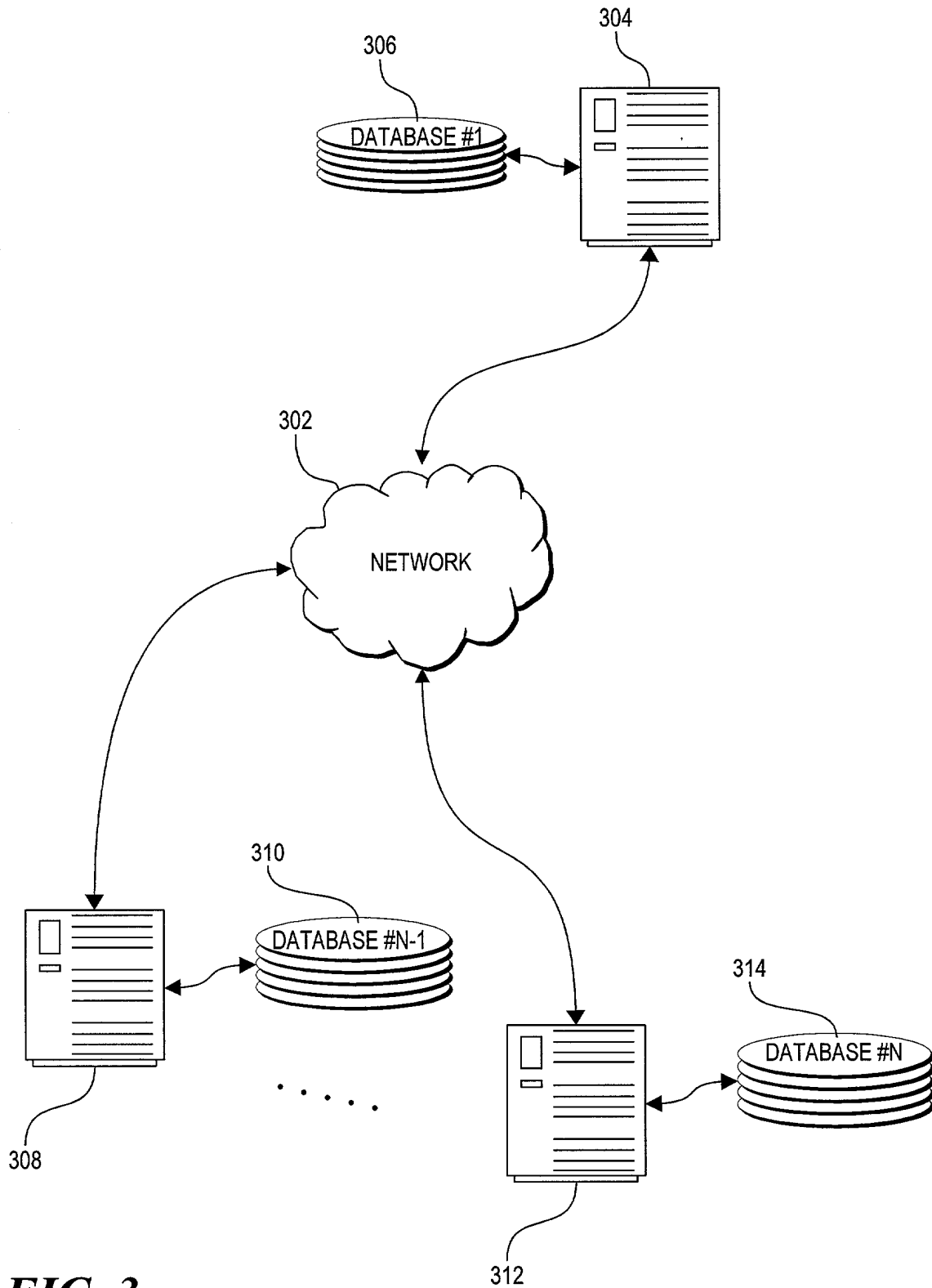


**FIG. 1** Prior Art



**FIG. 2**



**FIG. 3**

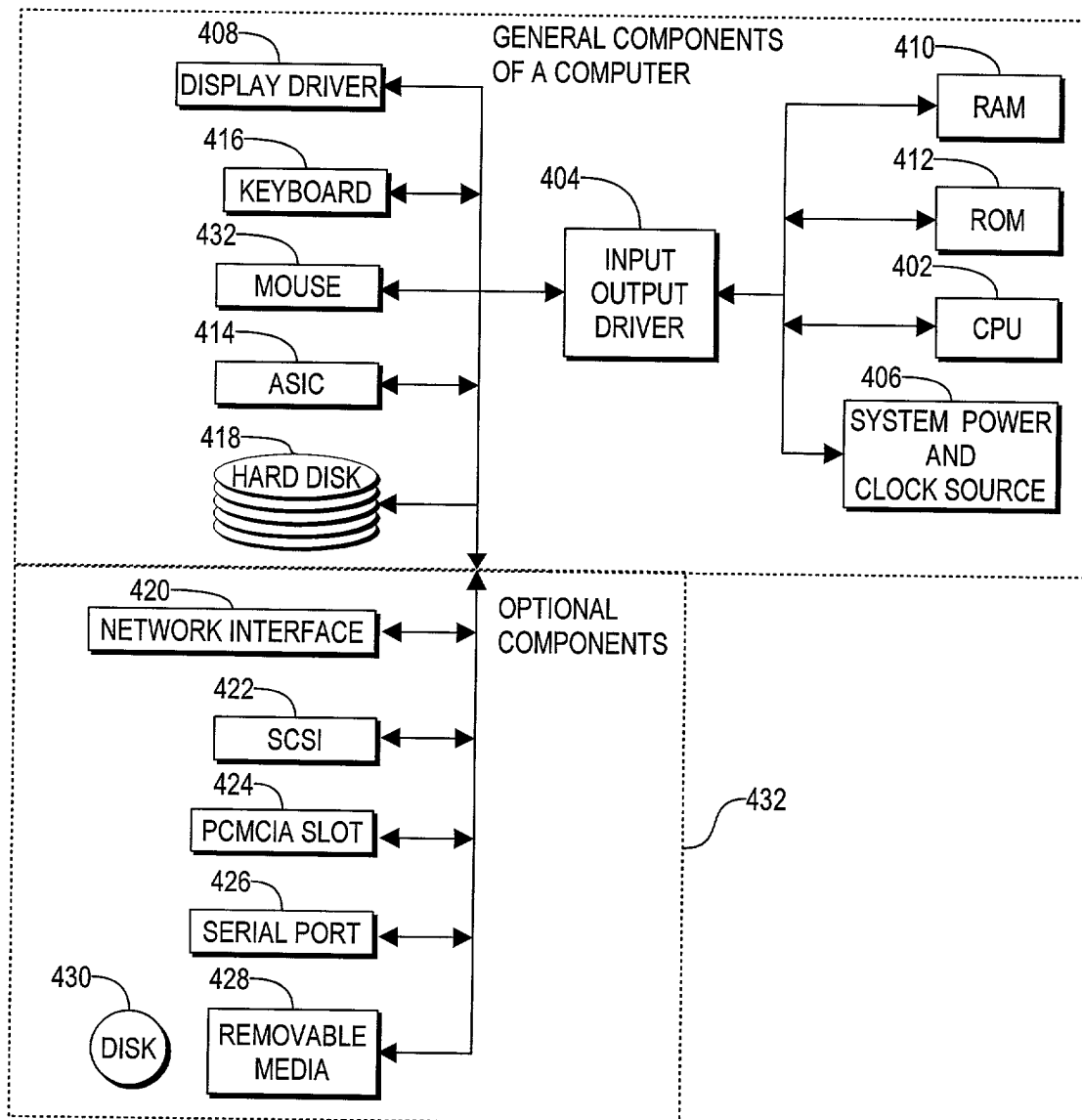


FIG. 4

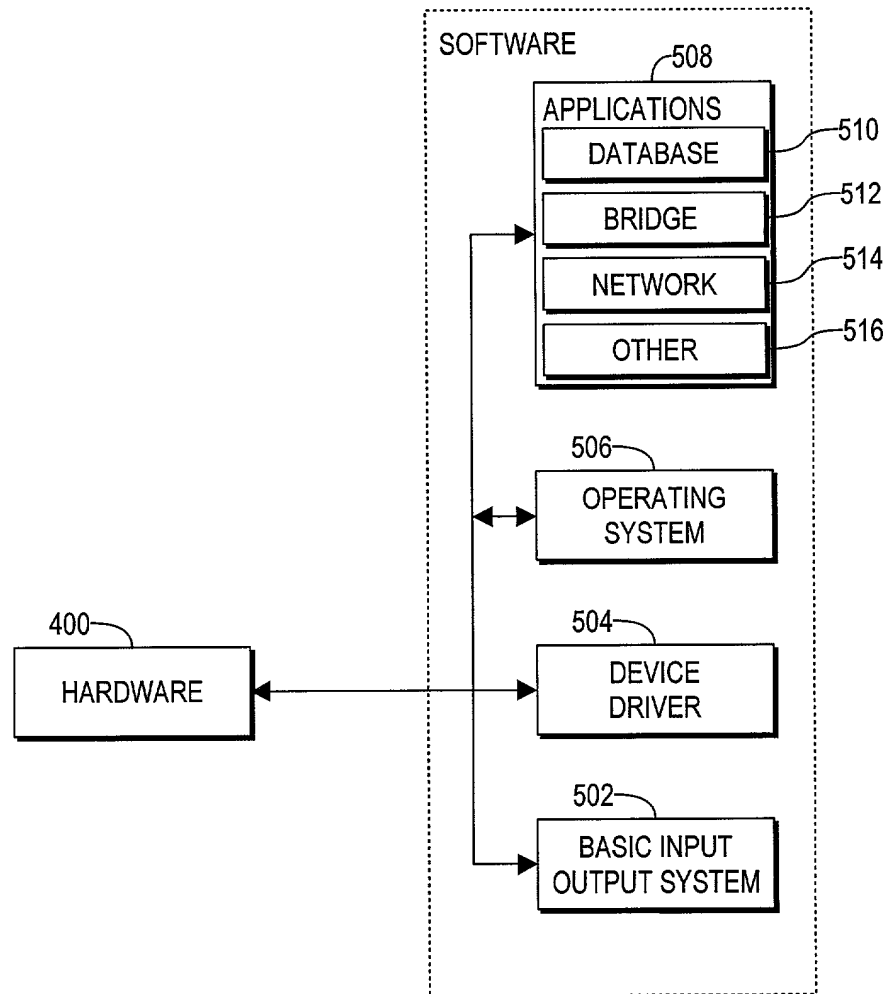


FIG. 5

WORK\_HISTORY AT DATABASE # 1

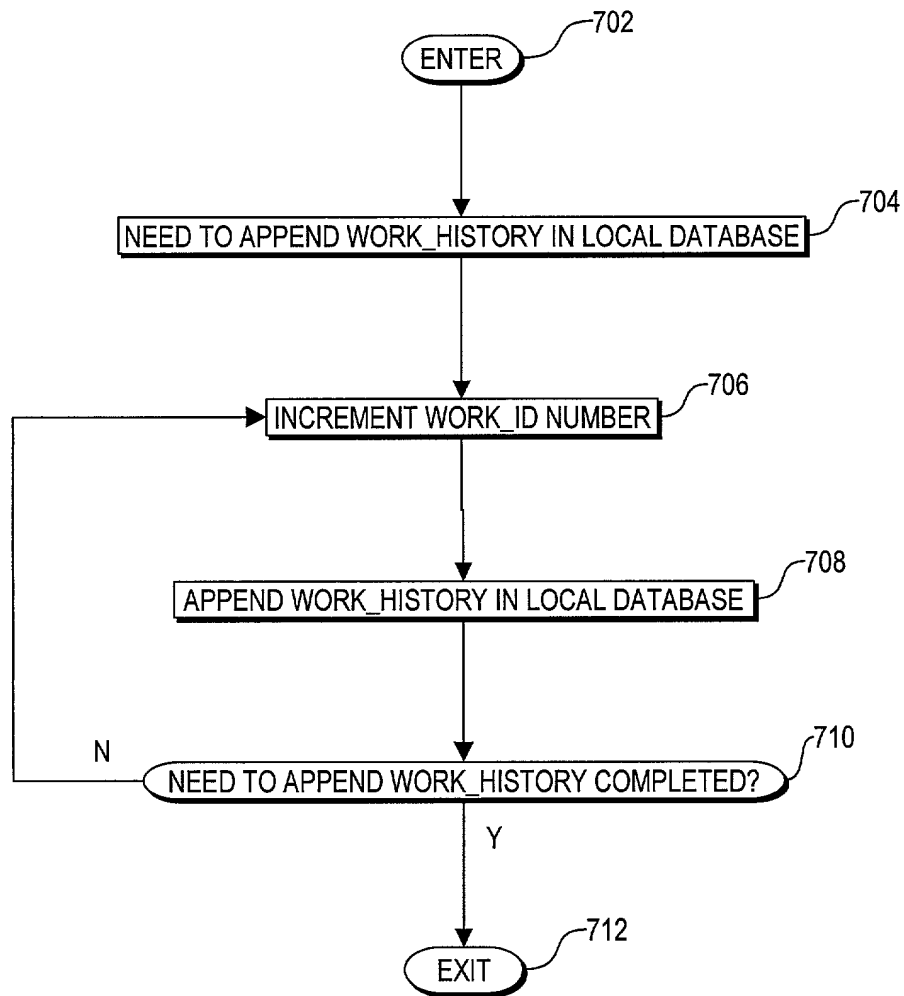
<i>WORK_ID</i>	<i>PROBLEM_ID</i>	<i>WORK_HISTORY</i>	
1	ABC	OPEN TICKET FOR ANALYSIS	610
2	ABC	SOLVE TICKET ABC	612
3	ABC	COPY IN SYSTEM # N	614
4	ABC	REOPEN ABC FOR REVIEW	616
5	ABC	COPY IN SYSTEM # N	618
6	ABC	DO NOT BOTHER WILL WORK ON ABC @ #N	620
7	ABC	COPY IN SYSTEM # N	622
8	ABC	SOLVED !	624
9	ABC	COPY IN SYSTEM #N	626

**FIG. 6 A**

WORK\_HISTORY AT DATABASE # N

<i>WORK_ID</i>	<i>PROBLEM_ID</i>	<i>WORK_HISTORY</i>	
1	ABC	OPEN TICKET FOR ANALYSIS	636
2	ABC	SOLVE TICKET ABC	638
3	ABC	COPY IN SYSTEM #1	640
4	ABC	REOPEN ABC FOR REVIEW	642
5	ABC	COPY IN SYSTEM #1	644
6	ABC	DO NOT BOTHER WILL WORK ON ABC @#N	646
7	ABC	COPY IN SYSTEM #1	648
8	ABC	SOLVED !	650
9	ABC	COPY IN SYSTEM #1	652

**FIG. 6 B**



**FIG. 7**

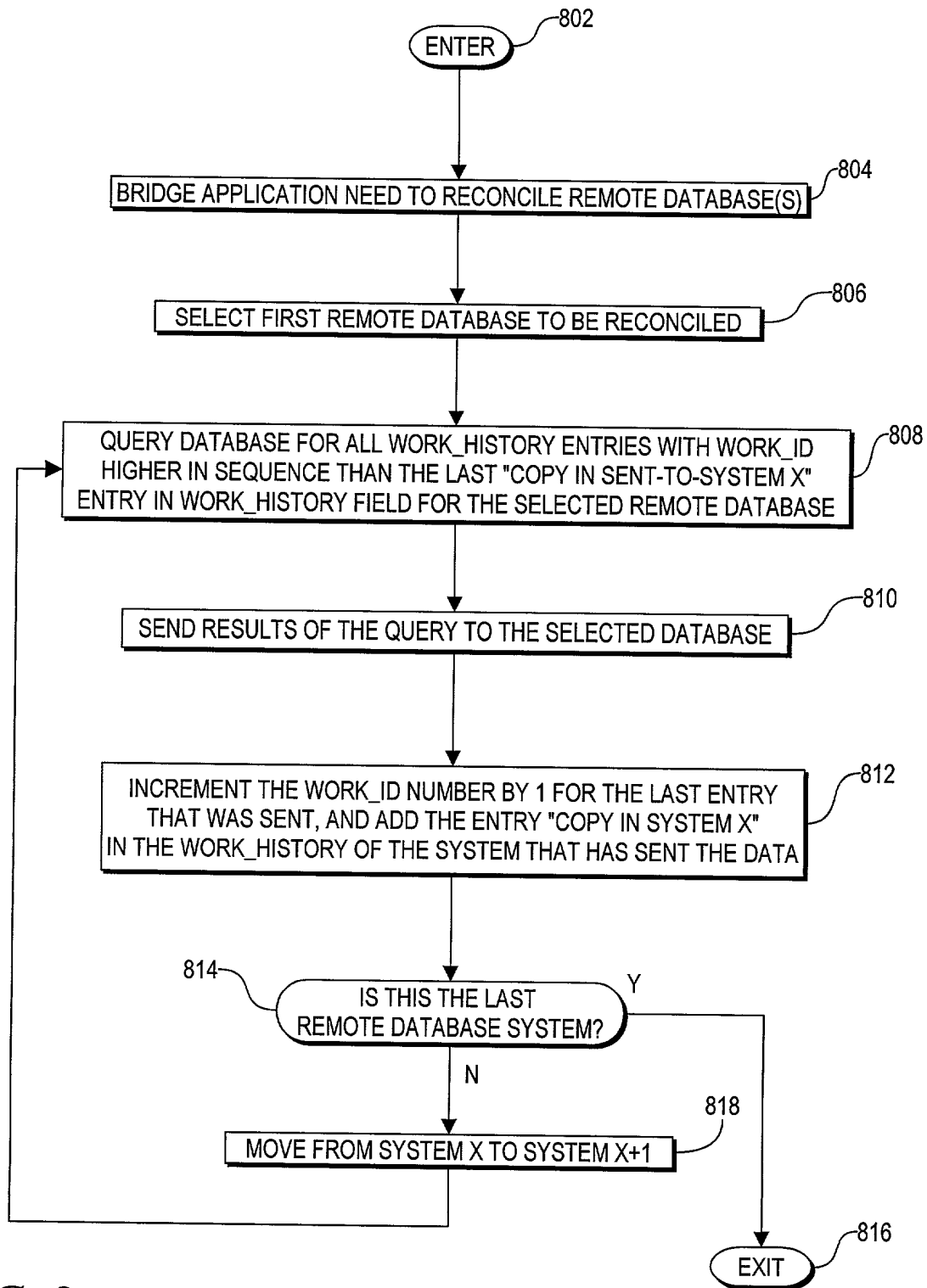


FIG. 8